

# Nail Technician Job Description

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## Duties and Responsibilities:

- Perform basic manicure and pedicure services to clients and guests
- Build rapport with clients to retain them and maintain a full schedule
- Work towards the actualization of spa sales goals by selling appropriate products and services to clients and guests
- Maintain and report schedule accurately to manager or supervisor, and perform all treatments on services menu
- Perform various professional nail services for guests, and educate them about individual nail care needs
- Responsible for providing the highest quality of customer service to clients/guests
- Perform nail services following established guidelines for the service offering, and strive to fulfill guest expectations in the area of nail grooming, massage and exfoliation, and polish application
- Understand and use universal precautions when providing services, including assessing contraindications for guest before commencing all treatments
- Ensure the sanitary of all equipment, cleaning and disinfecting all tools on a daily basis
- Maintain and increase knowledge of nail care for both hands and feet and possess a complete knowledge of all spa services offered
- Understand and educate clients on the ingredients and product benefits for their nail care where applicable
- Exhibit a professional and well groomed appearance every time
- Answer guests' questions/inquiries in a knowledgeable and professional manner
- Promote other spa/salon services by suggesting to guests other beneficial treatments offered by the spa
- Begin and end all treatments within scheduled time-frame, as well as recommend product for home use or self-care
- Maintain inventory and inform Spa Director or Supervisor about product needs in a timely manner

- Accurately document treatment notes and maintain client cards when appropriate
- Attend scheduled meetings and professional trainings
- Safeguard customer experience and report any incidents or accidents to a member of the management team.

## **Nail Technician Requirements – Skills, Knowledge, and Abilities**

- Minimum of High School Diploma or General Education Diploma (GED), plus a vocational training or professional nail technician course training
- Experience: Minimum of 1 year experience performing a wide variety of nail services; previous customer service experience is a plus
- Knowledge: At minimum technicians must be able to perform manicure, pedicure and gels
- Possess a working knowledge of shellac, gel and dip, and acrylics
- Must be able to maintain knowledge of all treatments performed and products used
- License: a valid State appropriate Nail Technician license or certification
- Customer service skills: Nail technicians need this skills to complete consultation with customers and handle all questions/inquiries; build rapport with guests and deliver positive customer experiences according to the organizations standing policy
- Communication skills: They require strong communication skills to explain various treatments/services to clients as well as educate them about retail offerings; how to care for their nails, and recommend relevant products to them
- Team player: Nail technicians work with other people, so they should be willingly to actively support group goals. They should be willing to show up on time and ready to work wherever needed to get the job done
- Selling skills: It is important for nail technicians to have selling skills to promote their company's services and retail sales of the Spa, and have a level of comfort with product recommendation. This is because actualizing sales goals helps to absorb overhead of the business
- Physical dexterity: This position requires the following physical abilities: balancing, stooping, kneeling, crouching, reaching, standing, walking,

pushing, pulling, lifting, fingering, grasping, tactile sense, repetitive motions, seeing, hearing, talking, and visual acuity

- Technical Skills: nail technicians must be skilled in operating the following tools: nippers, files, buffers, cuticle removers, polishes, acetone, foot file, lotions, scrubs, hot cabbie, and paraffin heater; to successfully perform their duties
- Apt to learn: The beauty industry is a fast-paced industry with frequent changes in trends. Therefore, nail technicians must be open to learning and investing in continuing education to Improve/update their skills through training programs, some of which are available in the spa, salon, club, etc.
- Flexibility: Nail treatment services may be required during weekends and evenings, and holidays; therefore, technicians must be able to work a flexible schedule, including weekends and holidays.